STATE OF VERMONT AGENCY OF HUMAN SERVICES EXTERNAL QUALITY REVIEW of GLOBAL COMMITMENT TO HEALTH WAIVER RFP

RFP Question	AHS Response
Does the contractor need to identify a subcontractor/consultant at the time	If, at the time of the proposal submission, the contractor <i>plans</i> on
of the proposal if there is a possibility that one may be used for a	using a subcontractor/consultant then they should identify the
particular task?	subcontractor/consultant in the proposal.
The RFP limits the number of bidders for each participating organization	No. The three person limit does not apply to those participating via
to three on-site participants. Does this same limit of three apply to those	telephone.
participating via telephone?	
Referring to the second paragraph which states "The EQRO may also be	Yes.
asked to provide technical assistance to DVHA Quality Improvement	
staff in their efforts to fulfill quality of care obligations with the State"	
should bidders include a discussion related to providing technical	
assistance in its response for each of the three activities of validation of	
the MCE's PIP, validation of the MCE's performance measures, and	
review of MCE compliance with state-specified standards? If the answer	
is no, under which section of the response should bidders include a	
description of their proposed approach to providing technical assistance?	
Section 3.2.1 states, "The EQRO may also be asked to provide technical	Yes. Please include the total cost in the hourly rate less travel
assistance to DVHA staff" Should bidders include a separate section	expenses which will be based on the government per diem rate.
with hourly rates for technical assistance as part of the cost proposal?	
The RFP states, in bold, "EQRO Activities for Year I will be released at	Yes. Year one activities are as follows:
the EQRO Bidders Conference on October 14, 2011. Year II activities	Compliance – Review of Measurement & Improvement Standards
will be established by June 30, 2012."	Performance Improvement – Validation of one PIP (i.e., <i>Increasing</i>
Is this referring to things such as the specific CMS standards the EQRO is	Adherence to Evidence-Based Pharmacy Guidelines for Members
to review for compliance, the specific DVHA PIP and performance	Diagnosed with Congestive Heart Failure).
measures the EQRO is to validate for the applicable year? If not, please	Performance Measures – Validation of 9 HEDIS performance
clarify.	measures Deposite & Martings
Does the MCE report and coloulete all recognizes on does AUC11-t-	Reports & Meetings The MCE is repossible for reporting and calculating all measures
Does the MCE report and calculate all measures or does AHS calculate	The MCE is responsible for reporting and calculating all measures.
any of the measures on behalf of the MCE?	Addition Alice distribution of the control of the c
The RFP states, "AHS requires that the MCE report on approximately	At this time, AHS anticipates the MCE to report on 9 measures for
eight to twelve performance measures per year"	CY2011.
For pricing purposes, is it expected to be closer to eight measures or	
twelve measures?	

RFP Question	AHS Response
Does the MCE use certified software to report any HEDIS® measures?	Yes.
Are the HEDIS measures reported administratively or hybrid (medical record review) or both?	All HEDIS measures are reported/calculated using the administrative data collection methodology.
The RFP states, "The EQRO will be required to validate data reported by the MCE on an annual basis." Is the expectation that this is an onsite audit? What is the timeframe for	There is no requirement that the performance measure validation review be conducted on-site, but previous reviews have been conducted via a combination of desk and on-site review methodologies.
conducting the validation? The RFP indicates that validation is to occur on data collected in the previous 12-months.	The reporting period is the previous calendar year.
What is the reporting period-calendar year, state fiscal year, or federal fiscal year?	
For meetings and technical assistance provided to AHS, is the contractor required to conduct meetings and/or technical assistance on-site for PIP related activities?	There is no requirement that the PIP validation review be conducted on-site. Previous activities have been conducted via desk reviews and telephonic interactions.
The section states that with AHS advance approval, specific meetings may be conducted via telephone or video-conferencing. For the purpose of pricing and the associated assumptions, does AHS have an estimate of the approximate number of regular meetings that it will request the EQRO to conduct and, of those, how many might be approved for conducting via telephone or video-conferencing.	For the purpose of pricing and associated assumptions, contractors should estimate regular monthly update calls lasting approximately 30-60 minutes. Activity-specific ad hoc discussions are more difficult to estimate. All meetings can be conducted via telephone.
The first sentence reads "The work plan must be responsive to the requirements set out in Section 3 and must include proposed time periods and staff hours for each subsection." • Does "subsection" refer to each of the components of the EQR activities listed under 3.2.1 (i.e., 3.2.1.1—3.2.1.4)? If not, please clarify.	Yes and Yes - bidders should include the total staff hours for each major task.
• With reference to the requirement to include "staff hours", and in light of the detail related to staffing requested for the proposed pricing/budgets, should the bidder include the total staff hours for each major task (i.e., review of compliance, validation of performance measures, etc.,) or provide greater detail? Please clarify.	

RFP Question	AHS Response
In section 4.4.1 Personnel, the last sentence states, "The number and type	The reference to Section 4.7 was an error. Reference should have
of staff should be the same as described in section 4.7 under Staffing."	been to section 4.2.5 (Proposed Staff).
Please clarify where section 4.7 is in the RFP.	
Customary State Contract Provisions, Section 7 Insurance—the \$ per occurrence and \$ aggregate for professional liability insurance is not filled in. What level of professional liability insurance is the State requiring?	There is no specified level of professional liability for contractors not serving beneficiaries/enrollees/clients. You should fill in whatever you normally carry for your employees.